

High Sick Leave Consumption Public Works & Assets

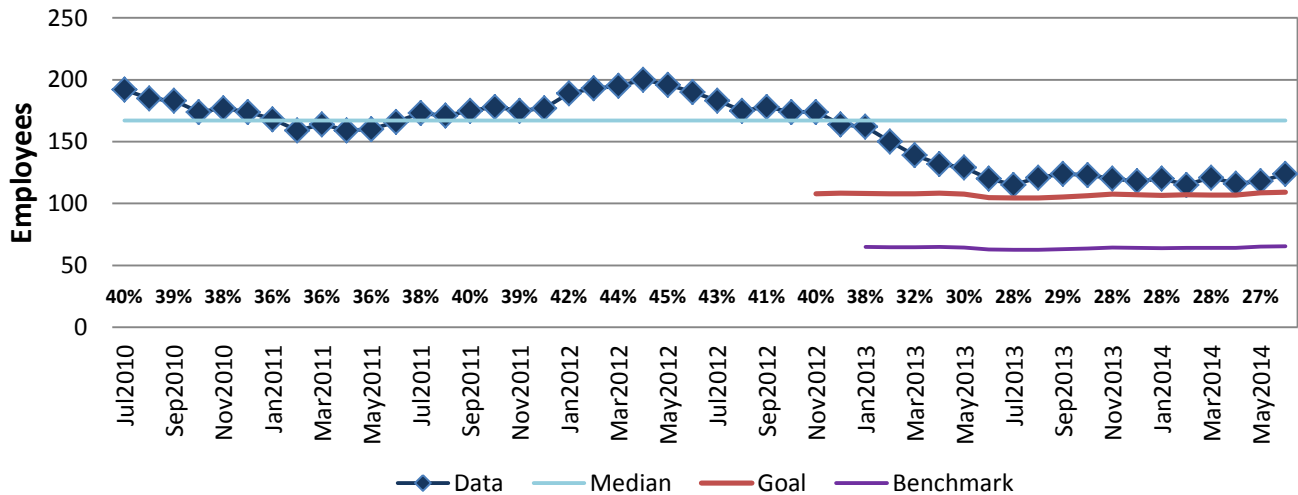


KPI Owner: Director Burns

Process: Sick Leave Management

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 40% of total employees - Oct 2012 Goal: Reduce the number of employees with high sick leave consumption to 25% or less of all employees. Benchmark: 15% calendar year 2012		Data Source: Payable Time Peoplesoft Goal Source: Dept Management Team Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The number of employees in a department who have used 9 or more out of 12 sick days in a 12 month period Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Develop a SOP for running a sick report and using the report to help with improvement work plans for staff		
How Are We Doing?					
Jun2013-Jun2014 12 Month Avg Goal	Jun2013-Jun2014 12 Month Average		Jun2014 Goal	Jun2014 Actual	
107	120		109	124	
Employees	Employees		Employees	Employees	

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Brainstormed Root Causes

Culture

Union Contracts

Lack of Incentives and/or Disincentives

Lack of Knowledge